Government of Saskatchewan

Annual Report 2004-2005

Saskatchewan Community Resources and Employment

Saskatchewan Centennial 2005

Table of Contents

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Letters of Transmittal 3

Introduction 4

Who We Are 5

2004-05 Results at a Glance 7

2004-05 Performance Results 9

2004-05 Financial Results 24

Organizational Structure 27

Where to Obtain Additional Information 28

This annual report is also available in electronic format from the Department's web site at: ***www.dcre.gov.sk.ca/publications/annualreports***

Letters of Transmittal

The Honourable Dr. Lynda M. Haverstock
Lieutenant Governor of Saskatchewan

May It Please Your Honour:

I respectfully submit the Annual Report of the Department of Community Resources and Employment for the fiscal year ending March 31, 2005.

Joanne Crofford
Minister of Community Resources
and Employment

The Honourable Joanne Crofford
Minister of Community Resources
and Employment

Dear Minister:

I have the honour of submitting the Annual Report of the Department of Community Resources and Employment for the fiscal year ending March 31, 2005.

Wynne Young
Deputy Minister

Introduction

This Annual Report describes the actions and accomplishments of Saskatchewan Community Resources and Employment for the 2004-2005 fiscal year. In March 2004 the Department released a plan mapping out the year ahead, including goals and objectives and the specific activities that would allow the Department to achieve them. As well, the plan described measures used to gauge success. The 2004-05 Performance Plan is available at: ***www.dcre.gov.sk.ca/publications/majordocuments***. The Department committed to report back in the 2004-05 Annual Report on how well it has met these objectives.

This current report follows the government-wide requirements for reporting on performance measures, planned activities and all public commitments made by the Department during the 2004-05 year. Unless otherwise indicated, this report presents actual program and financial data and results at year-end for March 31, 2005.

Department plans for the 2005-06 fiscal year were published in March 2005 and released with the provincial budget. Copies of that plan are available at: ***www.dcre.gov.sk.ca/dcre0506plan.pdf***.

Who We Are

Vision

The vision of Saskatchewan Community Resources and Employment is that Saskatchewan people, regardless of differences in needs and circumstances, have opportunities to contribute and to be included in the economic and social life of the province.

Mandate

Our mandate is to work with citizens to help them build better lives for themselves through economic independence, strong families, inclusive communities and active involvement in Saskatchewan's labour force and economy. Department programs support employment, child welfare, child care, independent living for people with disabilities and seniors, and better housing for low and moderate-income people.

Organization of the Department

Community Resources and Employment has four major program areas. It is one of the largest provincial government departments with approximately 2,500 employees.

Employment and Income Assistance

Employment and Income Assistance programs provide a range of employment-related and financial services to people struggling to support themselves. The Saskatchewan Assistance Plan (SAP) and the Transitional Employment Allowance (TEA) provide a basic income for individuals and families, while other income security programs support families to meet their childrens' needs and maintain parents' employment.

Career and Employment Services are delivered through 20 offices across the province. Services include job searches, career planning, information about jobs anywhere in the province, training benefits for approved skills training programs, work experience, and job supports to help individuals keep working. Regional staff work with employers to develop opportunities for workers, and to help meet the skill needs of the labour market. Information on programs is available online at: ***www.sasknetwork.ca.***

The Saskatchewan Employment Supplement (SES) is a benefit paid to low-income parents who are employed or who receive maintenance payments. It supports employment by offsetting child-related costs parents may incur through working. The Saskatchewan Child Benefit (SCB), paid to low-income parents, is designed both to support parents with the costs of raising children and to help reduce poverty. It is integrated with the Canada Child Tax Benefit and the National Child Benefit Supplement. Family Health Benefits (FHB) provide supplementary health coverage to families receiving SCB or SES. Delivered through Saskatchewan Health, coverage includes dental, optometric, drug and medical costs. The Saskatchewan Income Plan (SIP) is a supplement for low-income seniors, provided with the federal Old Age Security and Guaranteed Income Supplement cheque.

The Child Care Branch licenses homes and centres that provide quality day care for children. The Division also provides subsidies to low-income families to assist with child care fees for licensed care. The Division provides policy direction for Early Learning and Child Care services.

Community Living

The Community Living programs support the development of inclusive communities for individuals with intellectual disabilities through a variety of programs and services. Some services are provided directly to individuals and their families, through community services workers and program development consultants throughout the province. However, most programs and services are delivered through an extensive system of community-based social, residential and early childhood services. The Division also operates Valley View Centre, a long-term care facility in Moose Jaw.

Who We Are

Community Living works closely with community-based organizations and has partnered with the Saskatchewan Association of Rehabilitation Centres and the Saskatchewan Association for Community Living to maximize the quality of life of people with disabilities in Saskatchewan.

Housing Division

The Housing Division supports housing self-reliance among low and moderate-income households, and manages the housing resources of the Saskatchewan Housing Corporation (SHC), a Saskatchewan Crown corporation. SHC manages approximately $2.7 billion in public housing assets. The division manages social and affordable housing programs and leads the development of housing policies on behalf of the Government of Saskatchewan. SHC properties are managed through operating agreements with more than 450 organizations, including local housing authorities, housing co-operatives, non-profit agencies, and private landlords. Under these agreements, local organizations manage and maintain rental properties owned by SHC. For further information, the SHC Annual Report is available at: ***www.dcre.gov.sk.ca/housing/publications.html***.

Child and Family Services

Child and Family Services programs provide services for children, youth and families to prevent further family breakdown. It supports child welfare services to protect children from harm, and provides children in the Minister's care with appropriate residential and personal services. The Division continues to develop new programs, services and resources to support families at-risk and to prevent crisis situations that require child protection or child welfare interventions.

The Department has agreements with 18 First Nations, providing authority to First Nations Child and Family Services Agencies to deliver child welfare services to children and families living on reserve. Partnerships with First Nations agencies strengthen the Department's ability to serve Aboriginal communities. The Department's work with First Nations and Métis organizations focuses on consultation and developing capacity in communities.

Regional Delivery

Most of the Department's programs are delivered locally through five regional offices and service centres located in 22 communities across the province bringing services to where people live and work, with a sensitivity to local needs. The centralized Contact Centre in Regina is the point of first contact for people inquiring about social assistance.

The Saskatchewan Housing Corporation operates through seven territory offices that work with local housing authorities and other community agencies within each territory.

Corporate Support Branches

Overseen by the Deputy Minister's Office, the Department also includes seven corporate service branches that support program and service implementation. These are the Human Resources Division, the Intergovernmental Relations Branch, the Communications and Public Education Branch, the Strategic Policy Branch, the Research and Evaluation Branch, and the Information Technology Services Division. The Finance and Property Management Division oversees the Department budget and manages its property assets through contracts with the Saskatchewan Property Management Corporation (SPMC).

Office of Disability Issues

Established in 1998, the Office of Disability Issues serves as a focal point for provincial government initiatives on disability policy and coordinates government efforts to address disability issues and policies. The Minister of Community Resources and Employment is also designated Minister Responsible for Disability Issues.

2004-05 Results at a Glance

In 2004-05, the Department built upon the Strategic Plan and major initiatives started in previous years. The Department has continued to develop programs and supports to enable people to more actively participate in the economic and social life of their communities. The directions, first announced in the government's *Building Independence* strategy, have continued to support discussion to guide the re-design of social assistance in the province. Collaborative work with community partners has also shaped the direction of the Department in developing services for people with disabilities and children and families at-risk. Additional funding in the housing sector has led to significant advances in the development of affordable housing units.

This section provides a brief overview of the results achieved by the Department during 2004-05. More details are provided in the following section, 2004-05 Performance Results.

Summary of Performance Results

Goal 1 – Economic Independence and Self-reliance

- Under the Department's *HomeFirst* strategy, 342 affordable housing units were completed, began development, or were committed to in 2004-05, all part of the commitment to develop 2,000 affordable housing units by 2008 for low and moderate-income households.
- Two new programs, the Family Housing Supplement and the Disability Housing Supplement were designed to make quality housing more affordable for low-income renter households. The supplements became available in April 2005.
- 227 new child care spaces were created. At March 31, there were a total of 8,137 licensed child care spaces in the province.
- The Department provided 1,325 employment supports for people with disabilities, including 130 employment supports for persons with intellectual disabilities, to help them find and keep jobs.
- Each year since the *Building Independence* initiative was introduced, the number of families and children on social assistance has decreased. In the past year, the number of social assistance cases has decreased from 28,931 to 28,288. The number of beneficiaries declined by 2,056, from 52,239 to 50,183.
- The number of low-income families receiving Family Health Benefits has increased, resulting in approximately 1,000 additional children benefiting from supplementary health coverage.
- The Department increased the Saskatchewan Child Benefit by $35 per month for single parent families resulting in over 10,000 additional single parent families in the work force becoming eligible for some or all of the increased benefit.
- Changes to the Transitional Employment Allowance (TEA) made the program more supportive of peoples' activities to find work. Enhancements include increased benefits to support job search activity and greater flexibility to respond to a wider range of client needs and circumstances.
- Implemented a Quality Improvement Plan in 2004 to increase awareness of the need for quality and policy compliance, as well as improved controls for the Saskatchewan Assistance Plan.

2004-05 Results at a Glance

Goal 2 – Inclusion in Families and Communities

- The Department continued to work with First Nations Child and Family Service agencies to strengthen the child welfare system and improve coordination between the Department and agencies. An automated common client tracking system was established in six agencies, and the Department added additional staff to facilitate the work with First Nations agencies.

- In the past year, the percentage of children placed with extended family versus foster home placements increased to 37 per cent from 34 per cent. Extended family placements are often less disruptive and easier to manage for children at-risk.

- Quality assurance practices in child welfare were established, including ongoing and systematic reviews of files. A longer term Quality Improvement Plan was developed to ensure ongoing compliance to program objectives.

- An inter-departmental strategy for individuals with cognitive disabilities with significant behavioural and developmental challenges was developed. This resulted in funding for disability consultants in four communities, and progress on the development of integrated referral and case practice guidelines, so that people with cognitive disabilities have access to the funding, services and supports they need.

Summary of Financial Results

a) Expenditures

Community Resources and Employment actual expenditures for 2004-05 were $602.228M. This represents a variance of only $0.026M below the approved budget of $602.254M.

b) Revenues

Community Resources and Employment actual revenues for 2004-05 were $19.661M, $1.917M more than the budget of $17.744M. This was due to new cost-sharing agreements with the federal government relating to assistance for persons with disabilities ($0.773M) and the affiliation with Canada Revenue Agency in the collection of public assistance overpayments ($0.932M).

In 2004-05 there were 2,151.4 full-time equivalent (FTE) positions used in the department, as compared to a budget of 2,095.5 FTEs.

2004-05 Performance Results

This section reports on the goals, objectives, key results and performance measures achieved by the Department during the 2004-05 fiscal year. The activities and performance measures, originally presented in our 2004-05 Performance Plan, are listed below, along with a description of our actual progress. In addition, all commitments made in the Government-wide performance plan and the results are outlined. Where available, year-end (March 31, 2005) results are included for the performance measures and for the other commitments made during the year.

Goal 1: Economic Independence and Self-reliance

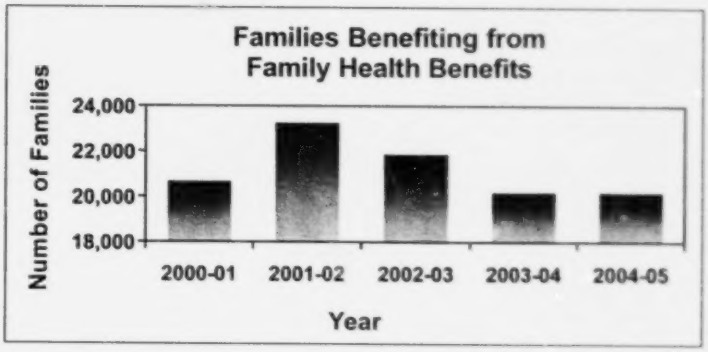
Objective 1.1: Increase labour market attachment for persons with multiple barriers to employment, including low income.

Typically, employment is people's main source of income and the main route for improved well-being. It is important that every person who is capable of working has both the opportunity to find work and access to it. Stable employment can contribute to the health and well-being of individuals and their families. It also contributes to the well-being of communities and the overall economy.

Key Results

Increase the number of low-income families receiving Family Health Benefits by extending the eligible income range for families to qualify for the program.

In August 2004, changes were introduced to increase income thresholds at which families qualify for Family Health Benefits. Coverage had declined due to the fact that program eligibility cut-offs had not kept pace with other changes in families' incomes since 1998, which the threshold changes should help address. Year-end results indicate the enhancement has stopped the decline in coverage. The number of children benefiting from supplementary health coverage has increased by approximately 1,000 from the previous year. However, the number of families and children covered has not yet returned to 1998 levels.



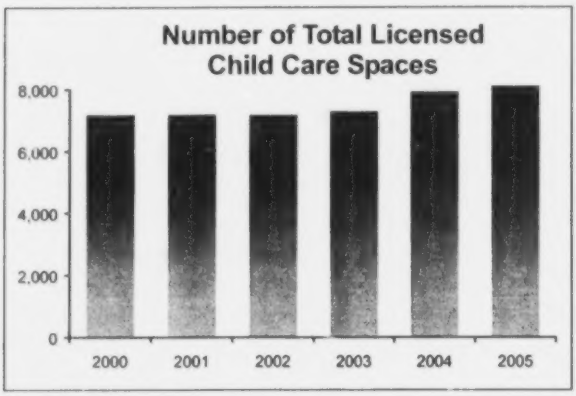
Intensify labour market services for individuals who are not immediately ready for jobs by providing appropriate and individualized employment supports, and creating an additional 130 long-term employment placements for persons with disabilities.

In 2004-05, the Employment and Income Assistance Division provided 1,325 employment supports to persons with disabilities, including 130 employment supports for persons with intellectual disabilities. Employment supports are intended to reduce or eliminate the impact of a disability within an individual's work environment.

Create an additional 200 licensed child care spaces as part of the multi-year Child Care Saskatchewan Initiative.

Availability of child day care is important for parents to enter and remain in the labour force, or to get employment training. Child care and early learning programs also respond to the educational and developmental needs of

children. In 2004-05, an additional 227 licensed child care spaces were added in the province. As part of the *Child Care Saskatchewan* program, 1,200 new child care spaces will be developed by 2007.

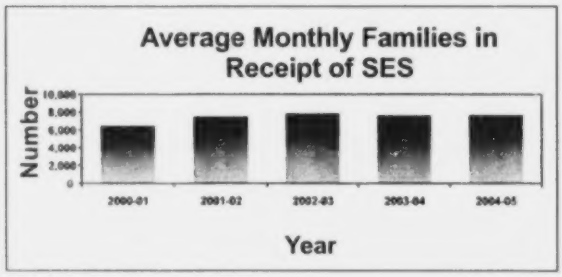


Measurement Results

Families receiving the Saskatchewan Employment Supplement (monthly average) – 7,710 families accessed SES
(Source: Department of Community Resources and Employment, *SES Forecasting Report*)

Introduced in 1998, the Saskatchewan Employment Supplement helps low-income parents with child-related costs of working. The program also supplements spousal maintenance income. Increases in program take-up are an indication that low-income families are choosing employment rather than assistance.

The average number of families using SES increased from the previous year (7,649 in 2003-04).



Employment placement of people with intellectual disabilities –130
(Source: Department of Community Resources and Employment *Long-term Employment Initiative records*)

The Department works with employers, families and communities to support people with intellectual disabilities to contribute their skills and gain greater independence through employment.

Youth Cases (age 18-24) on Saskatchewan Assistance Plan – 5,306 or 18.75 per cent
(Source: Department of Community Resources and Employment, Social Work Information Network [SWIN]).

People who establish dependency patterns early in life often have greater difficulty establishing long-term self-sufficiency. The Department is striving to ensure that youth in financial need transition to employment and self-reliance. The percentage of 18 to 24 year-olds on the Saskatchewan Assistance Plan decreased from the previous year (5,717 or 19.5 per cent in 2003-04).

Proportion of people with low income
Children – 11.3 per cent
All Persons – 9.7 per cent
Five-year average 1999-2003
(Source: Statistics Canada, *Income in Canada 2003*.)

Statistics Canada's preferred measure of low income is the after-tax Low-Income Cut-off (1992 base). Tracked over time, low-income measures help measure progress in reducing low income and increasing economic inclusion. In the past few years, the incidence of low income for families with children and for all persons has declined. However, the 2004-05 levels (based on Statistics Canada, *Income in Canada 2003*) are an increase from previous years (10 per cent for children and 8.7 per cent for all persons - Statistics Canada Income Trends in Canada 1980-2002). The 2003 increase is inconsistent with the long-

term trend and with other indicators such as unemployment, income and social assistance caseload. The cause of the apparent increase is currently unknown, but low-income numbers for specific groups in Saskatchewan are known to fluctuate due to sampling errors and the relatively small size of the sample in this province.

Provincial social assistance dependency relative to economic conditions – 4.9 per cent (March 2005 caseload; January 2005 population)

Social assistance dependency is affected by many external factors such as unemployment, wage levels, living costs, or policy changes in other federal/provincial support programs. If reliance on social assistance is declining, holding external conditions constant, this is an indicator of progress in reducing economic exclusion. The measure is calculated as the number of provincial social assistance recipients in March, as a percentage of the provincial population under 65 years of age.

The provincial social assistance dependency rate represents a decrease from the previous year (5.3 per cent in March 2003). Relatively low unemployment rates in the province, combined with the Department's strong focus on employment for people on social assistance, have contributed to this drop in dependency.

Objective 1.2: Reduce dependency on highly subsidized and structured government initiatives.

Programs such as social assistance and social housing are costly and provide a structured environment for citizens that may, over time, create disincentives for greater self-sufficiency. The Department's long-term strategy is to remove barriers that prevent people from developing their independence and to, wherever possible, create incentives for engaging in activities that lead to self-sufficiency.

Key Results

Develop a five-year housing strategy to help low-income families to establish quality and affordable homes.

The March 2004 Speech from the Throne announced that the government would develop a multi-year housing strategy to assist low-income families with the cost of housing and to help people own their own homes. In May 2004, the Province announced the *HomeFirst* housing policy framework.

HomeFirst uses housing as a tool to improve the quality of life of Saskatchewan people to support employment, education and training, neighbourhood renewal, and economic prosperity.

HomeFirst is based on a five-year action plan which includes the following key components:

- 2,000 homeownership and rental units will be made available to low to modest-income households.
- Rental housing supplements will make quality housing more affordable for about 10,000 low-income families and 3,000 people with disabilities.
- In addition to homeownership initiatives under the Centenary Affordable Housing Program (CAHP), 500 SHC-owned units will be sold to low to moderate-income households.
- An asset accumulation pilot program will assist people in building savings so they may purchase a home.
- 3,000 existing housing units will be repaired, renovated and made more energy efficient, thereby rejuvenating inner cities and strengthening northern communities.
- Expanded housing support services will enable seniors and people with disabilities to continue to live independently within their communities.

- The existing social housing stock will be focused on those most in need of housing.

Under *HomeFirst*, there is $161 million for housing supply programs and approximately $39 million for rental housing supplements for families and persons with disabilities — a total of $200 million.

Develop a new Family Housing Supplement linked to quality housing to ease affordability issues for low-income renter households on social assistance and the working poor.

Program design work related to a new monthly income supplement for low-income tenant families was completed in 2004-05. The *Saskatchewan Rental Housing Supplement* will assist low-income families with children and people with disabilities with the cost of rental accommodation.

Eligibility for the new supplement will be contingent upon properties meeting basic health and safety standards, as determined through information reported by applicants. Family composition, average market rent for the area, rent amount and income will determine the size of the supplement. The new supplement is administered through the Department's Contact Centre and began taking applications in April 2005.

Develop and deliver new renovation programs that will work with the family housing supplement, to improve housing quality and attract private investment.

HomeFirst will result in up to 3,000 upgraded homes, helping to rejuvenate inner cities and strengthen northern communities. To date, approximately 400 inadequate or unsuitable homes have been renovated.

Repair programs are currently being delivered through the renewed Canada-Saskatchewan Repair Program Agreement, signed in 2004. The agreement provides $19.9 million to continue to repair and modify buildings to enhance the quality and accessibility of housing in Saskatchewan.

Improve energy efficiency in housing owned and maintained by the SHC. Reduce energy consumption of the seniors' subsidized housing portfolio by 10 per cent by 2007. Provide energy conservation renovation grants of up to $1,500 for families acquiring homes through the Neighbourhood Home Ownership Program. Build new home construction under the new five-year Housing plan to standards that are 25 per cent higher than Model National Energy Codes for Buildings.

Reducing energy consumption in SHC's entire portfolio remains an objective of *HomeFirst* through the SHC's Energy Conservation Opportunities Plan. Efforts include lighting retrofits in multi-unit buildings. At the end of 2004, energy-efficient lighting upgrades had been completed in the common areas of 251 buildings, translating to an estimated annual cost saving of $425,000.

Currently SHC is close to reaching the mid-point of its goal to save $1 million per year in operating costs by 2007 within SHC owned Senior Social and Affordable Housing portfolios.

In addition, SHC provides grants to encourage households to reduce utilities expenditures. The installation of high efficiency gas furnaces and attic insulation remained the principal focus of a fund that grants up to $1,500 per house for units qualifying under the Neighbourhood Home Ownership Program (NHOP).

In 2004, SHC continued researching emerging energy efficient materials and methods for inclusion in the Saskatchewan Housing Authorities Rejuvenation Standards Manual. SHC has established energy efficiency standards for new homes constructed under CAHP. All new housing projects either directly

delivered by SHC, or those receiving more than 30 per cent provincial funding, must be constructed to a standard of at least 25 per cent better than the Model National Energy Code.

500 existing SHC-owned units to be made available for homeownership.

SHC is developing homeownership programs using existing government-assisted housing to help families become homeowners.

As part of *HomeFirst*, there are 500 existing SHC-owned units that will be sold to low and moderate-income families, identified through the CAHP Homeownership Option. To date, work continues on identifying suitable units in SHC's portfolio for this transition to home ownership.

Create a sustainable SHC portfolio.

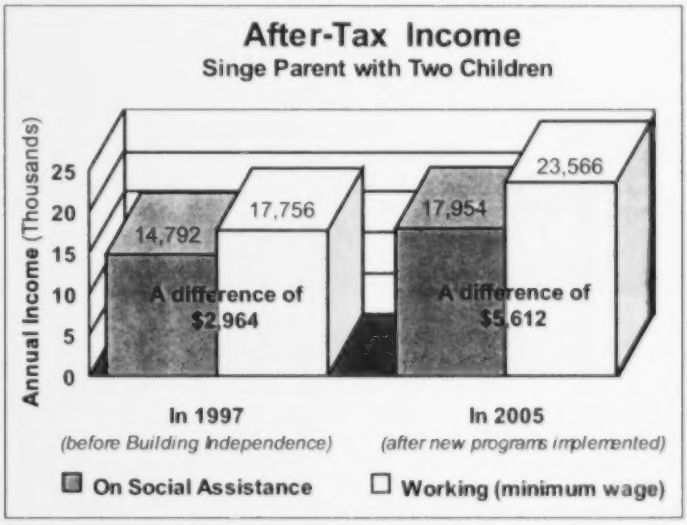
There are presently over 30,000 government-assisted housing units in Saskatchewan. This housing portfolio has been well maintained, but its viability is at risk due to increasing operating costs, utility costs and maintenance costs as the housing stock ages. In addition, revenues, largely based on tenants' ability to pay, are unable to keep pace with these increases.

Under *HomeFirst*, the sustainability of government-owned assisted housing is important. The Corporation will explore working with communities to identify alternate uses for any under-utilized housing units. Where need and demand no longer exist, this may include the transfer or sale of units to non-profit or private interests.

By 2008, SHC will pursue the disposal of 1,000 SHC-owned under-utilized units. To date, approximately 20 units have been sold and an additional 20 have been approved for disposal.

Introduce a $35 per month benefit to all single parents eligible for the Saskatchewan Child Benefit, and replace the current similar amount paid under the Saskatchewan Assistance Plan.

Effective July 1, 2004, the Saskatchewan Child Benefit was increased by $35 per month for single parent families. Previously, this benefit went only to single parents on social assistance. Following the change, over 10,000 additional single parent families in the work force became eligible for some or all of the increased benefit.



Increase participation of low-income families in the Saskatchewan Employment Supplement by extending the range of income at which families are eligible to receive the Supplement.

Changes to the Saskatchewan Employment Supplement, implemented in May 2004, included an increase to the income thresholds at which families qualify for benefits, an increase in benefit levels, and a decrease in tax-back rates as incomes rise. These changes were intended to stop the reduction

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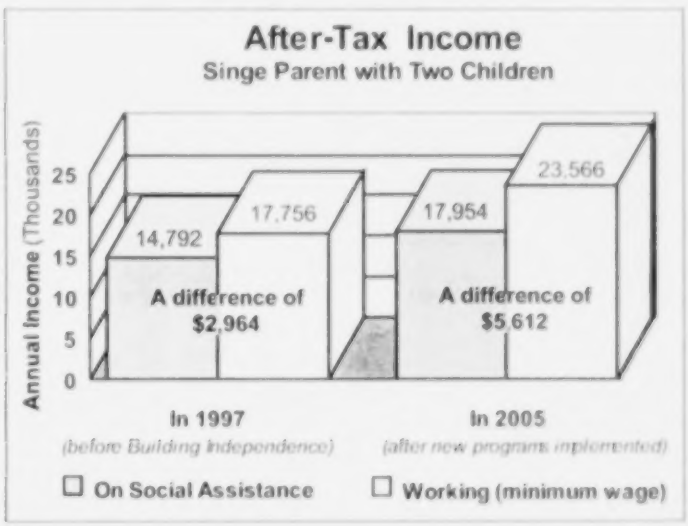

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in program participation due to the fact that program parameters had not kept pace with increases in other government transfers, and to restore the purchasing power of benefits. Year-end data show an average monthly increase of 61 cases in 2004-05.

Develop a pilot project to promote asset accumulation options that address long-term housing affordability, and increase home-ownership for lower income families.

Encouraging asset accumulation by low-income families — savings for ventures such as education or homeownership — will improve their access to labour market opportunities.

Program development work continues on an asset-building pilot project. The pilot is expected to involve establishing matched savings accounts for low-income households. Following program completion, these accounts will be used for a down payment on a home or for an alternative savings goal (e.g. supports for employment, RRSPs, RESPs), if the purchase of a home is unattainable.

Develop 2,000 affordable housing units by 2008 for low and moderate-income households.

The Centenary Affordable Housing Program (CAHP) is a key component under *HomeFirst*, the Department's housing policy framework. CAHP is a program to increase the supply of off-reserve, affordable housing in the province for low to moderate-income households. Affordable housing can be created through various means, including new construction, conversion of non-residential properties, and repair of existing housing (with or without acquisition). CAHP is the vehicle by which 2,000 homeownership and rental units will be made available to low to moderate-income households in the period 2004-2008.

From April 1, 2004 to March 31, 2005:

- 12 homeownership units were completed and an additional 134 units were under development;
- 158 rental units were under development and an additional 38 units received a conditional funding commitment; no rental units were completed; and
- 342 affordable housing units have been completed, are under development, or have been conditionally committed to. This represents 17 per cent of the 2,000 unit target.

Negotiate appropriate return-to-work targets in conjunction with Saskatchewan Learning.

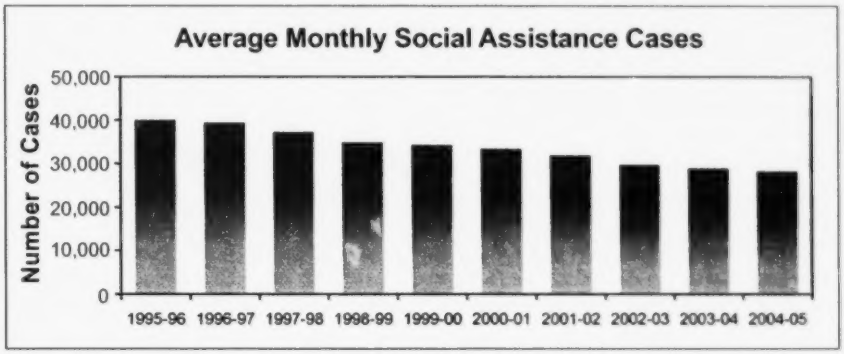
The Annual Plan developed jointly with Saskatchewan Learning for the Canada-Saskatchewan Labour Market Development Agreement estimates that 11,380 Employment Insurance (EI) clients will be served in 2005-06, and approximately 4,500 active EI clients would return to work as a result of employment service interventions.

Design an appropriate targeted wage subsidy capacity that will round out the Department's range of supports to EI eligible individuals and facilitate quick labour market returns.

The Employment and Income Assistance Division administers a number of employment programs and services, funded in part, through the Federal-Provincial Labour Market Development Agreement (LMDA). These programs and services provide low-income people with opportunities to develop skills to find and keep jobs.

The Department's Bridging Program provides funding to community-based organizations, training institutions, businesses and other agencies to deliver programs, services and supports that will assist unemployed low-

income people in developing job skills and preparing them for employment. Bridging Program activities could include assessment, entry-level skills, work experience, mentoring and employment-related supports.



The existing Bridging Program Regulations include the capacity and structures to deliver targeted wage subsidies. To support the delivery of wage-subsidy activities, the Department allocated an additional $500,000 to the Bridging Program in 2004-05.

Measurement Results

Saskatchewan Social Assistance Plan
Caseload (monthly average) *28,288*
Beneficiaries (monthly average) *50,183*
(Source: Department of Community Resources and Employment, Social Work Information Network [SWIN].)

The Saskatchewan Assistance Plan is a last-resort source of income support for people who have no other alternative source of income. A reduction in the number of households and persons dependent on this program is an indication of better outcomes for low-income people in Saskatchewan.

The average monthly caseload and beneficiaries have decreased from 2003-04 levels (28,931 and 52,239 respectively).

Low-income and special needs people on waiting list for SHC-owned housing – 2,076[1]

(Source: Community Resources and Employment, Saskatchewan Housing Corporation, Saskatchewan Housing Authority Waiting List Database.)

Reduced waiting lists for social and affordable housing is an indicator of the success of private housing markets at meeting the housing needs of low-income people. When the Department is successful in helping low-income people find employment, it improves their ability to buy better housing.

Social housing clients moving to private rental or ownership – N/A

Social housing provides quality housing that is affordable for low-income seniors, families and people with disabilities. It provides stable homes for families as they make the transition to greater self-sufficiency, and helps seniors live independently. To be fully effective, social housing is supplemented with supportive services targeted to the needs of tenants.

The Housing Division has recently implemented a new information system that when fully developed will provide information on this and other performance measures. At present, data on this measure are not available.

(Footnotes)

[1] This is the average number of people on waiting lists for 2004-05. Because a December 2004 Northern Quarterly Housing Waiting List Report was unavailable, the most recent quarter available for the Northern portfolio (September 2004) was used twice in the calculation.

Objective 1.3: Provide fair, effective last-resort economic protections when needed.

Social assistance is an important last-resort source of income for some people. While it is important that social assistance be available where necessary, it should be a fair system that meets basic needs and supports a transition to greater economic and social independence.

Key Results

Improve controls and reliability of payments in the Saskatchewan Assistance Plan through new pre-audit processes, annual reviews of all files, new system controls, and enhanced case reviews and file verification.

Monitoring of program quality and compliance in the Saskatchewan Assistance Plan is being done through random case file reviews at the point of new application for social assistance and after annual reviews. System improvements have also been made that notify clients and workers within a specified period if maintenance support has not been pursued or waived. These controls will enable supervisors and managers to continually identify problems and emerging risks, and to implement solutions in a timely manner. It will also continue the momentum of building quality into the ongoing work.

Simplify the Saskatchewan Assistance Plan by creating a flat rate benefit for new fully employable cases entering the Saskatchewan Assistance Plan, and creating more opportunities for clients to manage their budgets themselves.

Rather than creating a new benefit stream within the Saskatchewan Assistance Plan (SAP), the Department chose to improve existing flat rate benefits provided through the Transitional Employment Allowance (TEA), and to make more new applicants eligible for TEA. These program changes, designed to provide greater support for job search activity and respond to a greater range of client needs, were developed during 2004-05 and will be implemented in early 2005-06. The program changes include increases to the general living allowance, a pre-employment allowance to help with job search activities, and a new relocation allowance for people who may have to move to find work.

Measurement Results

Saskatchewan Assistance Plan clients self-managing rent – 64.8 per cent
(Source: Department of Community Resources and Employment, Social Work Information Network [SWIN]).

It is important that people on social assistance retain and build on the skills required to become and remain self-reliant. One important skill is management of rent payments and relationships with one's landlord. The 2004-05 results are an increase from 2003-04 (62 per cent). This measure reflects those cases where cheque payments are not made jointly to the landlord and client. In future years this measure will be refined as a number of trustee cases have been included in this estimate. Removing these cases will lower the rate of self-management from current levels.

Goal 2: Inclusion in Families and Communities

Objective 2.1: Keep children in functional families.

Experience has shown that, regardless of how good alternate out-of-home care is, children experience poorer outcomes if they lose a relationship with their families. It is therefore important to support families, wherever possible, so that they can provide a stable environment where their children are safe.

2004-05 Performance Results

Key Results

Work with First Nations Child and Family Services agencies to strengthen the child welfare system and report on activities undertaken in response to the 'Baby Andy' report. Activities include:

- ***Work with First Nations Child and Family Services (FNCFS) agencies to increase staff and board training for agencies;***
- ***Improve coordination between the Department and agencies by providing access and support for an automated common client tracking system (ACI);***
- ***Establish and staff a unit to support and work with FNCFS agencies for direct case management of children who are transferred to the agencies by the Department.***

The Department has worked with First Nations Child and Family Services agencies to train agency staff and the Boards of Directors on core child welfare. Over 50 per cent of training participants are agency staff and board members. Ongoing training continues in order to accommodate new staff.

The common Automated Client Index (ACI) to First Nation agencies was piloted in April of 2003 with two First Nations Child and Family Service Agencies. Since then, a phased approach to installing the ACI in the remainder of the agencies has been used. As of March 31, 2005, six agencies have the technology to accommodate the ACI system. Agency staff have been trained in registering files in the past year. Three agencies have been fully trained and another seven are near completion.

Three First Nations trainers and a program manager were hired to facilitate the work with First Nations agencies and the Department to improve services and strengthen accountability.

Allocate $1 million to support the capacity of First Nations Child and Family Services agencies to deliver child welfare services.

A commitment was made in 2004-05 to allocate $1 million to support the capacity of First Nations Child and Family Services agencies to deliver child welfare services. As at March 31, 2005, actual expenditures were $1,131,300 for the following activities:

- Hiring a First Nations Program Manager to lead joint initiatives between DCRE and FNCFS Agencies and three First Nations Trainers ($236,800).
- Developing a tracking and communication process regarding reporting requirements for Service Agreements.
- Implementing a common information technology system between DCRE and First Nations Child and Family Services Agencies to improve communication and case planning for First Nations children ($206,000).
- Administration costs to ensure First Nations involvement in case planning of families residing off-reserve, participation in the development of policy and procedures that are in the best interest of First Nations families, and allowing collaboration to occur on training or professional development of FNCFS Agency employees (projected expenditure $688,500).

Support SchoolPLUS Intersectoral initiatives

The Department supports SchoolPlus through participation with Learning and other human service departments on an inter-departmental working group. Priorities for the past year have focused on developing and implementing the Cognitive Disabilities Strategy, linking CBO delivered services to the SchoolPlus Community Service Delivery Networks, and developing options for youth who leave high school early to make a transition to employment. It is

through this joint work that departments integrate the planning and delivery of community services that support families and children while they are in school, and as they move into adult life. The objective is to work together with community partners, school personnel and human service providers to improve developmental, learning and life success outcomes for children and youth.

Support KidsFirst Intersectoral Initiatives

In April 2004, a protocol agreement between the KidsFirst program, the Department's Teen and Young Parent Program, and Child Protection Services was revised. From this agreement the groups developed an action plan to strengthen the links between the Department's programs and KidsFirst. The framework more clearly defines the roles and responsibilities of the different programs when working with a family involved in a number of voluntary and mandated programs. It also clearly identifies the responsibilities of the KidsFirst program in working with families with children at risk of abuse and neglect. This province-wide protocol was implemented in December 2004.

Measurement Results

Licensed child care spaces for special needs children – 5.1 per cent *413 spaces*
(Source: Department of Community Resources and Employment, Child Care Database.)

Child care providers can have difficulty providing for children with disabilities and other special needs. If there were more spaces to accommodate the needs of these children, it would reduce the likelihood of out-of-home placements. In 2004-05, the proportion of licensed child care spaces geared to accommodate special needs children decreased slightly from 2003-04 levels (6 per cent or 441 spaces). Maintaining these spaces requires well-trained staff to work with children with special needs. Development of these new spaces will be gradual as facilities are able to accommodate them.

Objective 2.2: Reduce reliance on child welfare services that separate families.

Child welfare services sometimes have to remove children from their homes to reduce risks of neglect or abuse. The goal is to meet children's needs with minimal separation from family members. That way, life outcomes for the children will likely improve.

Key Results

Develop a program model for Kinship Care (Extended Family) as an alternative to foster care, including:

- ***Legal alternatives to court processes;***
- ***A payment system and financial support parameters;***
- ***Service, support and delivery options;***
- ***Policy and standards of practice; and***
- ***Negotiate agreement between the Department, Indian and Northern Affairs Canada and FNCFS agencies regarding funding for Kinship Care.***

The Department has held several forums to develop alternatives to the current legal processes and payment mechanisms for foster care. Work continues in these areas and in developing policy and standards of practice. This work is aided by joint planning between Department staff and First Nations Child and Family Services agency staff. Work is still required to develop program parameters for compensation and support in extended family care arrangements, as well as updating and expanding existing policy.

Discussions continue with Indian and Northern Affairs Canada regarding funding for services on-reserve and for extended family care, to allow for a seamless child welfare delivery system on and off reserve.

Measurement Results

Number of children in care of the Minister – 2,907
(Source: Department of Community Resources and Employment, Automated Client Index.)

Children can be placed in care of the Minister on a temporary or permanent basis if their parents are unable to care for them safely. Because children who grow up in care of the Minister may experience poorer life outcomes than children raised in their own families, it is appropriate to ensure that children are taken into care only when necessary.

The number of children in care of the Minister has increased by just over 100 from 2003-04 (2,798). There does not appear to be any single factor that has caused this increase.

Proportion of extended family versus foster home placements for children – 37 per cent
(Source: Department of Community Resources and Employment, Automated Client Index.)

The proportion of children with child protection involvement, who are placed with extended family, is a measure of effectiveness in finding alternatives that keep children safe with their families and culture.

The proportion of children placed with extended family has increased from 2003-04 (34 per cent). This is due to the priority put on these placements by the Department, and the increased efforts by program staff to seek out and work with extended family members.

Objective 2.3: Maintain quality residential care standards.

When a child must be placed outside of the family home, it is important that the new living situation meets the emotional, physical and developmental needs of the child. The Department needs to ensure that all standards of care, and standards of practice are appropriately and effectively being met, to achieve the best outcome for the child.

Key Results

Improve quality assurance practices in child welfare through:

- ***Reviewing all child protection and foster care files on a four-month basis***
- ***Developing a new automated system for tracking and monitoring foster care cases***
- ***Ensuring key standards, such as police record checks and home assessments are met***

Since 2004, the Department has conducted ongoing and systematic reviews of child protection, children's services and foster home files. A database has been developed to track and monitor the review of these files. A new reporting function will allow the Department to assess adherence to key standards. In addition, a long-term quality improvement plan identifies further actions to ensure ongoing compliance to program objectives. These include areas such as:

- A comprehensive review of program policy and standards;
- Development of a broader information techology strategy that supports case management and tracks compliance to policy and standards;

- Continued focus on addressing human resource issues and barriers; and
- Development of quality client and program outcomes, performance measures and indicators.

Report on the results of the Child and Family Services Performance in the 2004-05 Annual Report.

In 2004-05 a commitment was made to the Children's Advocate Office to share results of the performance audit. As part of the Quality Improvement Plan, the Child and Family Services Division established a new methodology for reviewing adherence to standards. This approach included ongoing and systematic regional file reviews and tracking results on a database. In order to measure progress from the previous year using this new approach, the compliance rates have been compared to the annual file audit results from 2004, where similar service standards were used. Changes to these compliance rates as of March 31, 2005, based on the regional file reviews are noted below:

- There has been an increase in ensuring that family and significant others (i.e. foster parents, First Nations agency/Band, counsellors, and teachers) are explored as options to care for a child who needs to be removed from their parental home;
- There has been an increase in the number of cases where workers have had face-to-face contact within the past three months with a family who is receiving child protection services;
- There has been an increase in the frequency of contact with children/youth who are in care of the Minister;
- There has been an increase in the number of Assessment and Case Plans on record for a child/youth in care of the Minister;
- The number of investigations completed within 15 days has increased; and
- There has been an increase in the frequency of face-to-face contact with the foster family within six months of a child entering the foster home.

The Division has developed a long-term Quality Improvement Plan that highlights actions to be taken over the next one to five years. The Division continues to strive for further improvement in compliance with policy and standards, and the Plan supports that goal.

Measurement Results

The number of residential service facilities or private service homes licensed under The Residential Services Act –

- Community Living Division – 127 group homes, 264 private service homes (March 31, 2004)
- Child and Family Services Division – 12 group homes, 18 residential care and treatment homes (March 31, 2004)

The *Residential Services Act* outlines the licensing requirements, including standards, of those providing residential services for the Department. Tracking the number of facilities in compliance with the Act provides an indication of the maintenance of standards within these facilities.

Objective 2.4: Support people with disabilities and seniors to live independently in the community.

Individuals and families in society have expectations to conduct their lives with dignity, and with little intrusion from public agencies. Where individuals are not capable of living completely independently, supports are often needed to accomplish activities of daily living. These supports must be provided in a manner that does not detract from an individual's dignity and allows for as much independence as possible.

Key Results

Release a comprehensive disability policy framework that supports people with disabilities so they can be included in the social and economic life of our communities and province.

The 2004-05 provincial budget further supported initiatives consistent with the recommendations identified by the Saskatchewan Council on Disability Issues' *Disability Action Plan*.

Release of the comprehensive disability policy framework, planned for 2004-05, was delayed to allow for more discussion. Significant progress was made on the disability agenda.

Government continued to respond to the Council's Action Plan by funding over $6 million in the 2004-05 budget to address key issues such as housing, accessibility, individualized disability supports and employment.

The Disability Action Plan can only be achieved over the long term. It has provided a direction and a set of recommendations that cannot be achieved with a single response but only with ongoing collaborative work by all sectors.

Design a new Disability Housing Supplement outside of the social assistance system, to increase affordable housing options for persons with disabilities.

Design work related to the new *Saskatchewan Rental Housing Supplement* was completed in 2004-05 and applications for the new income supplement will be accepted in April 2005. The supplement will be available to all rental households conditional upon one member (adult or child) having a disability that produces a recognized housing impact. Supports to address the housing impact of disability, such as ramps or visual aids, must be in place at the time of application.

Eligibility for the new supplement will be contingent upon properties meeting basic health and safety standards, as determined through information reported by applicants followed up by inspection of randomly selected properties. The size of the supplement will be determined by type of disability as well as family composition, average market rent for the area, rent costs and income. The new supplement will be administered through the Building Independence Contact Centre.

Provide community options for people with intellectual disabilities

Between June 2004 and March 2005, four individuals from Valley View Centre (VVC) were involved in community transitional placements, two of which became permanent.

The community-based service system demonstrates the capacity to meet the needs of people in their community who have a complex range of service requirements. This is further shown by the fact that there have not been any new admissions to Valley View Centre since October 2002. Continued downsizing, created by placements into the community and attrition of existing residents, resulted in the November 2004 closure of Oriole cottage.

New funding provided in the 2004-05 budget was used to develop a new day program and residential services as well as enhance existing services.

It is becoming apparent that the community-based service system is reaching capacity in its ability to serve individuals with significant complex needs. There continues to be a small number of young people emerging in the community that seriously challenge the ability of the service system to adequately meet their needs.

In the past year, Community Living Division has been engaged with the Saskatchewan Association of Rehabilitation Centers (SARC) in efforts to address the training requirements of workers in this sector through the Provincial Training Committee of the Partnership. An initial response to the SARC Human Resources Plan that seeks to address employee recruitment and retention issues has been developed.

The Division has also revamped a committee of regional and Valley View Centre staff to better focus planning for the transition of VVC residents to community alternatives. Preliminary planning is currently underway for nine individuals who have expressed interest in pursuing a community placement.

In conjunction with Health, Corrections and Public Safety, and the Saskatchewan Liquor and Gaming Authority, implement a strategy for individuals with cognitive disabilities and who have significant behavioural and developmental challenges (e.g., Fetal Alcohol Spectrum Disorder, Acquired Brain Injury, Autism, developmental and intellectual disabilities). The strategy will emphasize prevention, assessment and support.

In 2004-05, each of the four initial communities (Regina, Saskatoon, Prince Alberta and La Ronge) received start-up funding to assist with the recruitment, hiring and training of new cognitive disability consultants.

In the four communities, representatives from the departments of Community Resources and Employment, Learning, Health and Justice are developing integrated referral and case practice guidelines to ensure people with cognitive disabilities have access to the funding, services and supports they need.

Achieving a consensus took longer than anticipated, but has led to stronger partnerships and shared understandings in all four communities. Interim processes are now in place to respond to requests for assistance as they arise, pending the completion of permanent guidelines and operating procedures.

Develop a functional impact assessment to be used across the Department, that would measure the impact of an individual's disability for use in allocating services to persons with disabilities.

Seven government programs were surveyed to determine how each allocates resources and services to people with disabilities. A literature review of assessment methods and scales was also conducted. From these processes, a limited number of applicable functional impact assessment (FIA) measures were identified.

In December 2004 additional research began to look at the validity of existing functional impact measures, and the relationships between them.

Because programs may use different FIA measures according to their information needs, additional research will be performed to determine equivalencies between a standard benchmark measure and these other measures. Eventually the FIA approach will be piloted in three different program areas of the government.

2004-05 Performance Results

Measurement Results

Number of tenants in subsidized housing with assisted living services for seniors – 6,772

This measure represents the number of households living in housing projects that offer Saskatchewan Assisted Living Services (SALS). These supports enable people to maintain their independence in the community. (Source: Community Resources and Employment, Saskatchewan Housing Corporation, Tenant Relations SALS Database.)

Number of admissions to Valley View Centre – 0 (zero)
(Source: Community Resources and Employment, Community Living Division Information Systems.)

Valley View Centre is a long-term care facility for people with intellectual disabilities. Admissions are affected by the effectiveness of service systems and developing alternatives in the community. There has not been an admission to Valley View Centre since October 2002.

People with intellectual disabilities moving from Valley View Centre to community residential alternatives – 2
(Source: Community Resources and Employment, Community Living Division Information Systems.)

Movement of residents from Valley View Centre to the community is a measure of effectiveness of efforts to develop family and community resources that support community living.

Persons with intellectual disabilities living in own residences with minimal life skills support through supported independent living programs – 431 individuals (as at December 2004)
(Source: Community Resources and Employment, Community Living Division Information Systems.)

Independence and choice are considered important aspects of quality of life for people with intellectual disabilities. This measure indicates success at developing supports that provide people with intellectual disabilities with opportunities to live independently in their communities. This measure represents an increase from the previous year (419 in 2003-04).

2004-05 Financial Results

The following table outlines actual and budgeted expenditures by subvote and appropriation. Generally variance explanations are provided for all variances that are greater than 10 per cent of the program budget and $0.5M. In 2004-05, actual expenditures for third party grants totaled $119,111,856.

Expenditures ($000s) Subvote/ Subprogram	Original Estimate	Actual Expenditure	Variance Over/ (Under)	Notes
Administration	**7,257**	**7,362**	**105**	-
Accommodation and Central Services	**18,129**	**18,034**	**(95)**	-
Employment Support and Income Assistance				
0004 Saskatchewan Assistance Plan	235,169	239,356	4,187	1
0008 Saskatchewan Income Plan - Senior Citizens' Benefits	8,800	9,209	409	-
0009 Shelter Supplements	2,604	432	(2,172)	2
0012 Saskatchewan Child Benefit	13,200	13,366	166	-
0013 Saskatchewan Employment Supplement	19,100	18,349	(751)	-
0029 Income Security Administration	2,779	2,502	(277)	-
0032 Skills Training Benefits	9,393	9,836	443	-
0034 Employment Programs	10,496	9,332	(1,164)	3
0039 Client and Community Support	10,074	9,219	(855)	3
0105 Provincial Training Allowances	3,000	2,410	(590)	3
Subvote Total	**314,615**	**314,011**	**(604)**	
Child and Family Services				
0005 Child and Family Community Services	41,953	45,488	3,535	4
0010 Child and Family Community-Based Organization	18,917	18,669	(248)	-
0011 Child and Family Services Administration	3,695	3,316	(379)	-
Subvote Total	**64,565**	**67,473**	**2,908**	
Supporting Families and Building Economic Independence				
0007 Program Delivery	63,049	62,589	(460)	-
0025 Income Support - Call Centres	6,384	6,726	342	-
Subvote Total	**69,433**	**69,315**	**(118)**	
Community Inclusion				
0020 Supports for Cognitive Disabilities	540	141	(399)	-
0024 Program Delivery	24,570	24,494	(76)	-
0027 Payments and Grants	53,000	51,854	(1,146)	5
Subvote Total	**78,110**	**76,489**	**(1,621)**	
Child Care				
0018 Child Care Facilities	10,132	10,322	190	-
0041 Child Care Parent Subsidies	11,255	11,183	(72)	-
0051 Child Care Administration	2,077	1,916	(161)	-
Subvote Total	**23,464**	**23,421**	**(43)**	
Office of Disability Issues	**225**	**194**	**(31)**	-
Early Childhood Development	**3,574**	**3,574**	**-**	-
Housing				
0085 Housing Operations	8,057	7,530	(527)	6
0092 Saskatchewan Housing Corporation	14,825	14,825	-	-
Subvote Total	**22,882**	**22,355**	**(527)**	
Total Expenditures	**602,254**	**602,228**	**(26)**	

(See following page for notes.)

2004-05 Financial Results

Explanations of Significant Expenditure Variances

1. The 2004-05 Saskatchewan Assistance Plan (SAP) started out with a higher initial base caseload than was estimated in the budget. In addition, approximately $1.7M of the overexpenditure is related to Shelter Supplements that continued to be paid out of SAP (see Note #2 below).

   With Treasury Board approval, the Department did not proceed with a $1.8M reduction in the SAP budget.

2. As mentioned in the above point, Excess Shelter Costs were paid out of the Saskatchewan Assistance Plan budget rather than through this budget. In addition, systems development done in-house resulted in considerable savings.

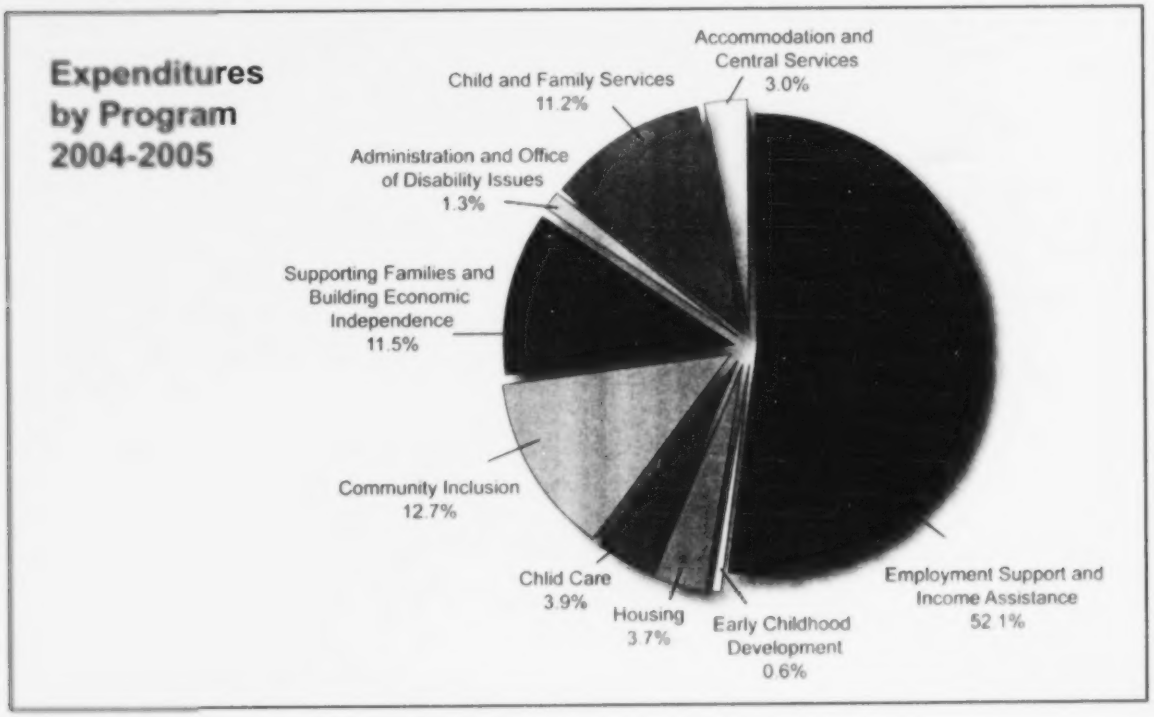
3. Savings resulted through efforts by the Department, as part of the management plan, to offset overexpenditures in other areas.

4. This overexpenditure largely resulted from an unexpected increase in the number of children placed in foster care and alternate care.

5. This underexpenditure results from unavoidable delays in new service initiatives for residential (a new group home in Regina for individuals with high behavioral needs), day program spaces (Regina) and community behavioral support consultant positions. The delays reflect the time required to work with community partners in developing new service models to support individuals with high needs.

   In addition, the program achieved savings as part of the management plan to offset overexpenditures in other areas.

6. Housing Operations was significantly underspent in 2004-05 due to staff vacancies. The majority of the vacancies were supervisors, managers, and other positions that are difficult to recruit.


Expenditures by Program 2004-2005
Accommodation and Central Services 3.0%
Child and Family Services 11.2%
Administration and Office of Disability Issues 1.3%
Supporting Families and Building Economic Independence 11.5%
Community Inclusion 12.7%
Child Care 3.9%
Housing 3.7%
Early Childhood Development 0.6%
Employment Support and Income Assistance 52.1%

2004-05 Financial Results

Revenues

The department collects revenue relating to fees for management and collection services, cost-sharing programs with the Federal Government, and repayments of public assistance. All revenue collected is deposited in the General Revenue Fund.

A summary of the department's 2004-05 budgeted revenue compared to actual revenue is presented below. Variance explanations are provided for all variances that are greater than 10 per cent of the budget and $0.5M.

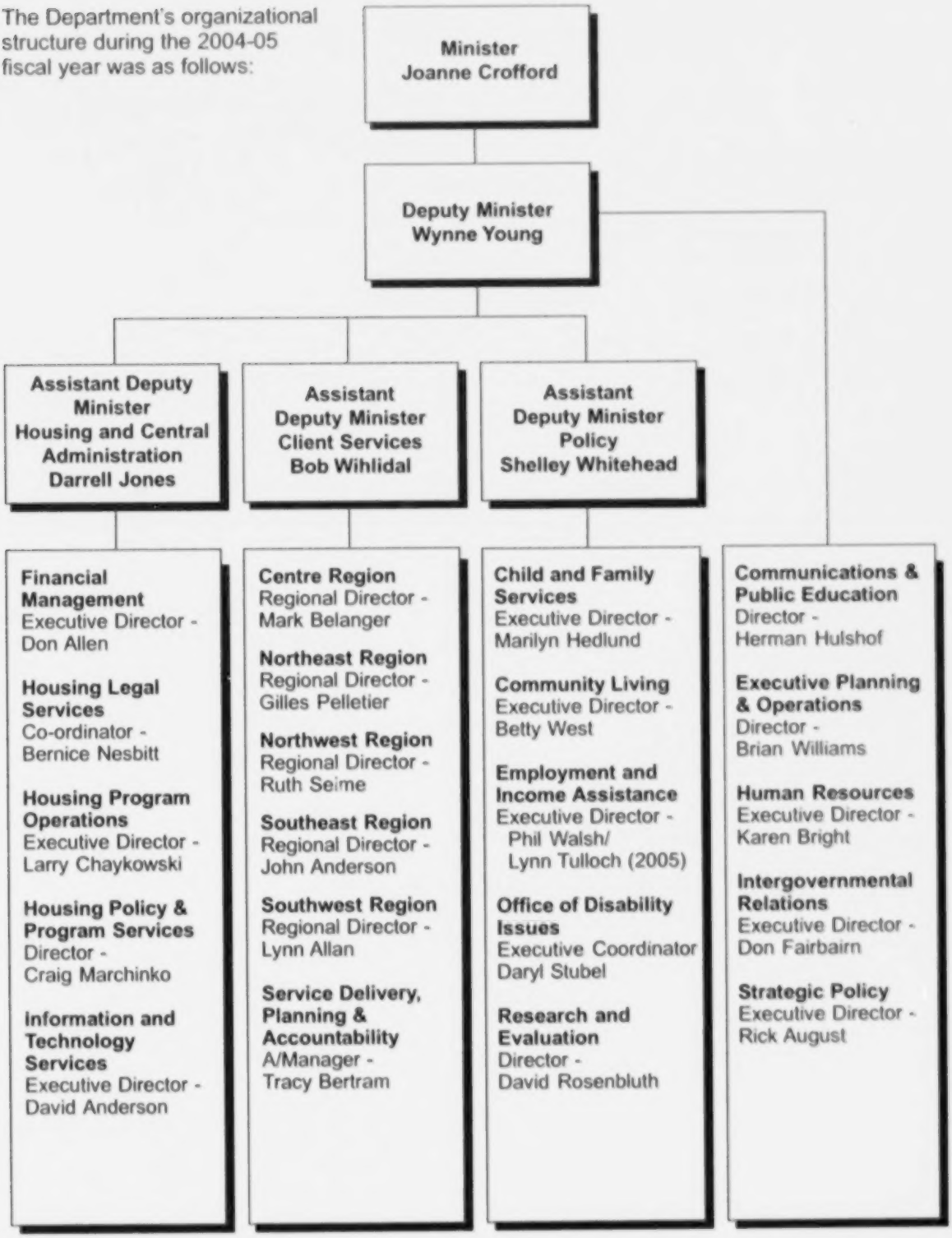
Revenues ($000s)	Original Estimate	Actual Revenue	Variance Over/ (Under)	Notes
Sales, Services and Service Fees				
- Management and Collection Services	5,550	5,669	119	-
- Miscellaneous Medical and Institutional Services	558	512	(46)	-
- Other Miscellaneous Services	57	35	(22)	-
- Miscellaneous Deductions from Staff Salaries	60	53	(7)	-
Subtotal	**6,225**	**6,269**	**44**	
Transfers from the Federal Government				
- Labour Market Agreement for Persons with Disabilities	1,560	2,333	773	1
- Young Offenders Agreement	1,045	775	(270)	-
- Special Allowance for Children in Care	4,494	4,684	190	-
- Department of Indian and Northern Affairs Canada	1,000	1,304	304	-
- Canada-Saskatchewan Agreement on French Language Services	-	40	40	-
Subtotal	**8,099**	**9,136**	**1,037**	
Other Revenue				
- Maintenance Order Revenues	1,300	724	(576)	2
- Casual Revenue	20	57	37	-
- Repayment - Public Assistance	2,000	2,932	932	3
- Refunds of Previous Years' Expenditures	350	634	284	3
- Collection Agency Fees Withheld	(250)	(91)	159	3
Subtotal	**3,420**	**4,256**	**836**	
Total Revenues	**17,744**	**19,661**	**1,917**	

Explanation of Significant Revenue Variances

1. Contracts with the Federal Government were not settled until November 2004 and they yielded higher revenues than expected.
2. Maintenance enforcement collections (pursued by Justice) were not as high as anticipated.
3. The affiliation with Canada Revenue Agency in collecting public assistance overpayments has been more successful than expected.

Organizational Structure

The Department's organizational structure during the 2004-05 fiscal year was as follows:

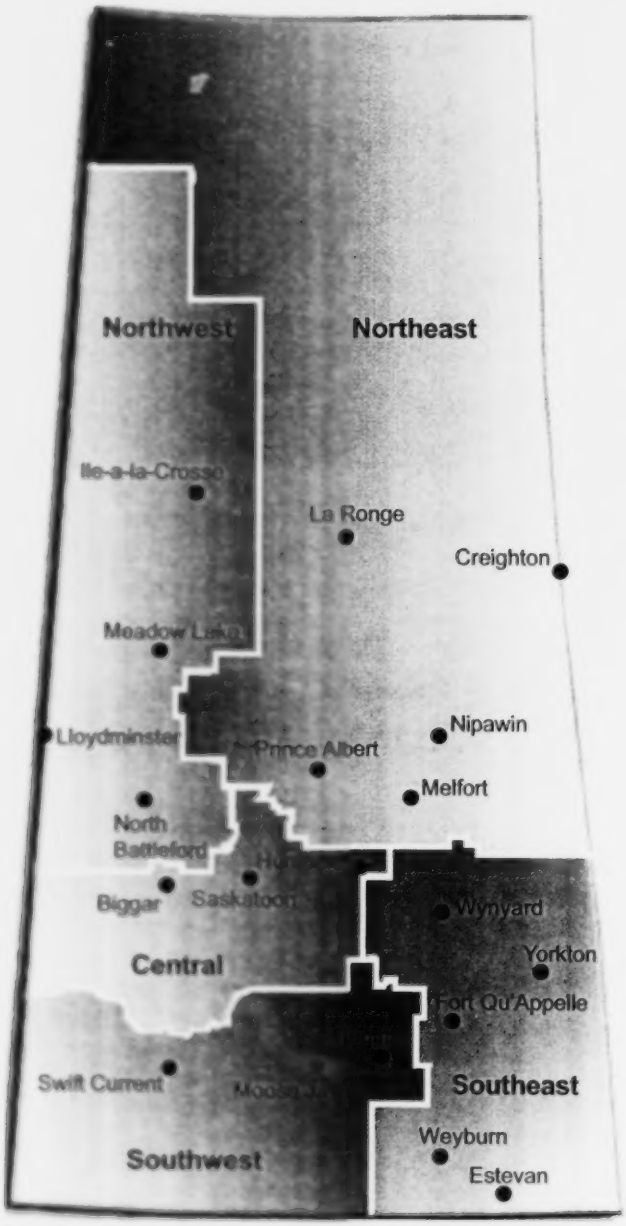


Where to Obtain Additional Information

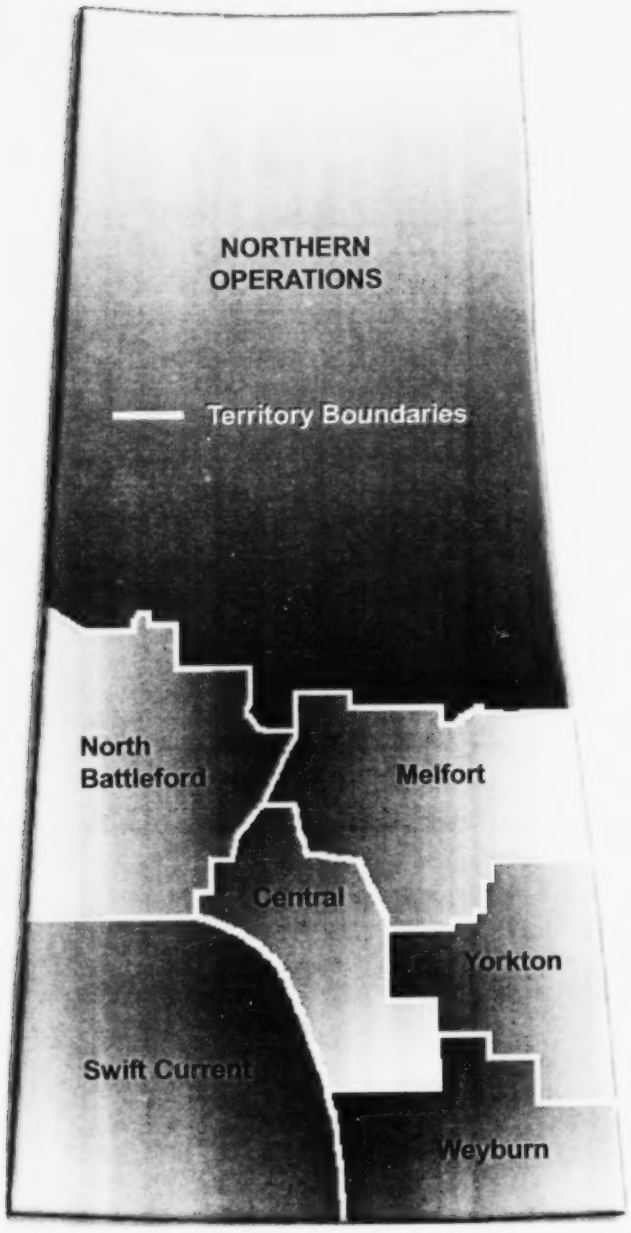
Career and Employment Services Offices

Regional Boundaries

Central	306-933-6281
Northeast	1-866-888-4520
Northwest	306-446-8705
Southeast	306-786-1354
Southwest	306-787-2160



Where to Obtain Additional Information



Saskatchewan Housing Corporation (SHC)

Territory Operations

SHC Offices

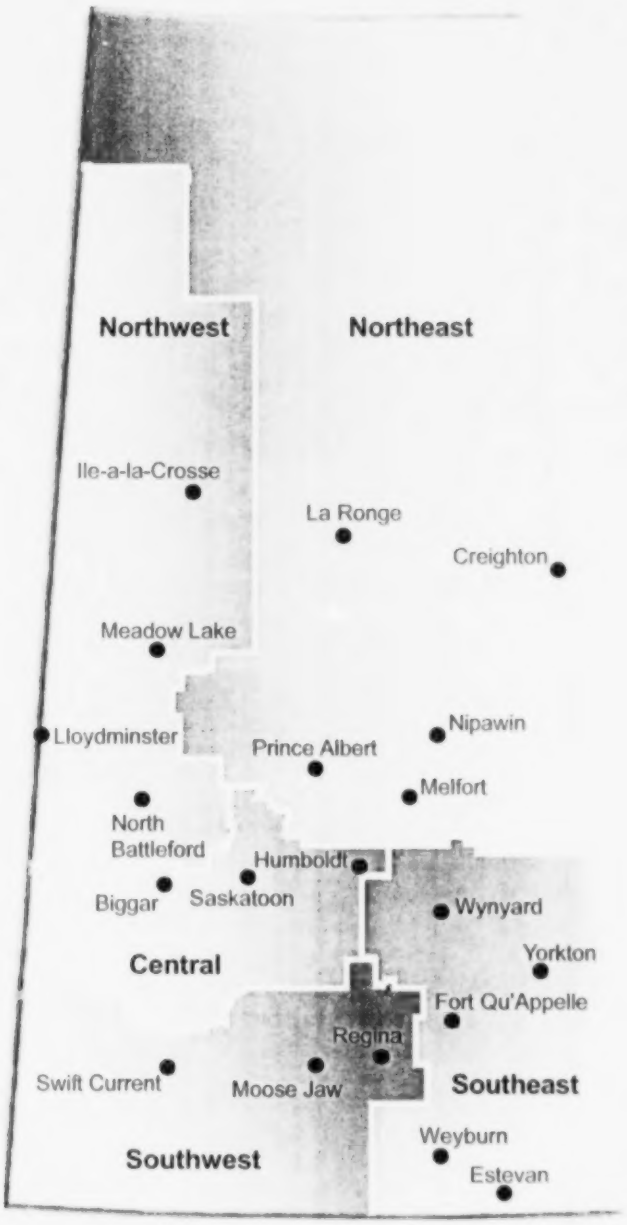
Prince Albert	306-953-2540
Regina	306-787-4117
Saskatoon	306-933-6292

Where to Obtain Additional Information

Career and Employment Services Offices

Regional Boundaries

Central	306-933-6281
Northeast	1-866-888-4520
Northwest	306-446-8705
Southeast	306-786-1354
Southwest	306-787-2160



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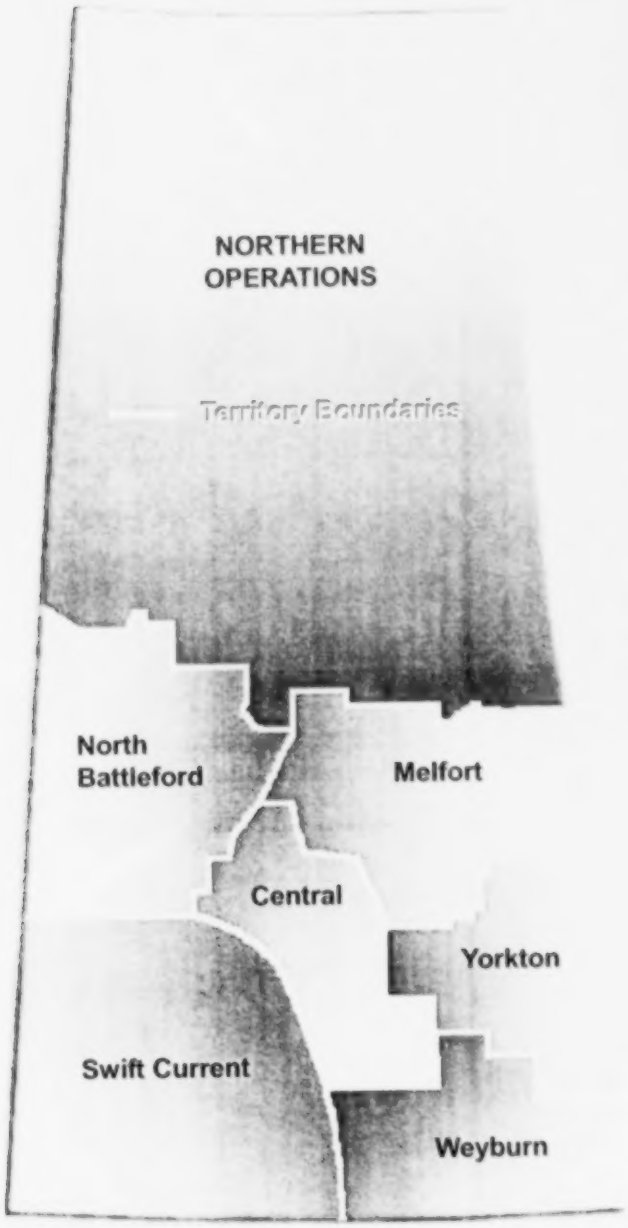

Saskatchewan Housing Corporation (SHC)

Territory Operations

SHC Offices

Prince Albert	306-953-2540
Regina	306-787-4117
Saskatoon	306-933-6292

Where to Obtain Additional Information

Saskatchewan Community Resources and Employment

General Inquiries: **(306)787-3700** Web site: **www.dcre.gov.sk.ca**
Communications & Public Education: **(306)787-3686** / email: **communications@dcre.gov.sk.ca**

Northeast Region

Prince Albert Office
Box 3003, 800 Central Avenue
Prince Albert, SK S6V 6G1
1-800-487-8603 (Toll Free)

Creighton Service Centre
Box 10, 1st Street East
Creighton, SK S0P 0A0
1-800-532-9580 (Toll Free)

La Ronge Service Centre
Box 359, 1320 La Ronge Ave.
La Ronge, SK S0J 1L0
1-800-567-4066 (Toll Free)

Melfort Service Centre
Box 6500, 107 Crawford Ave. East
Melfort, SK S0E 1A0
1-800-487-8640 (Toll Free)

Nipawin Service Centre
Box 1360, 210 - 1st St. East
Nipawin, SK S0E 1E0
1-800-487-8594 (Toll Free)

Northwest Region

North Battleford Office
405-1146 102nd Street
North Battleford, SK S9A 1E9
1-877-993-9911 (Toll Free)

Buffalo Narrows Service Centre
Box 220
Buffalo Narrows, SK S0M 0J0
1-800-667-7685 (Toll Free)

La Loche Service Centre
Box 70
La Loche, SK S0M 1G0
1-877-371-1131 (Toll Free)

Lloydminster Service Centre
4815 - 50th Street
Lloydminster, SK S9V 0M8
1-877-367-7707 (Toll Free)

Lloydminster Child and Family Services Centre
Box 20052, 4910-50th Street
Lloydminster, SK S9V 1Z5
1-877-367-7707 (Toll Free)

Meadow Lake Service Centre
Unit 5, 101 Railway Place
Meadow Lake, SK S9X 1X6
1-877-368-8898 (Toll Free)

Southwest Region

Regina Office
2045 Broad Street
Regina, SK S4P 3V7
306-787-3700
(all program areas, Regina Community Development & Outreach Program)

Moose Jaw Service Centre
36 Athabasca Street West
Moose Jaw, SK S6H 6V2
306-694-3647

Swift Current Service Centre
Box 5000,
350 Cheadle Street West
Swift Current, SK S9H 4G3
306-778-8230

Centre Region

Saskatoon Office
122 - 3rd Avenue North
Saskatoon, SK S7K 2H6
306-933-6071 *(Child Day Care)*
306-933-6300 *(Community Living)*
306-933-5961 *(Youth & Family Services)*
220 Idylwyld Drive South
Saskatoon, SK S7K 2H6
306-933-5960
1-877-884-1687 (Toll Free)
(Employment and Income Assistance)

Kindersley Service Centre
125 - 1st Avenue East
Kindersley, SK S0L 1S0
306-463-5470

Rosetown Service Centre
122 - 2nd Avenue West
Rosetown, SK S0L 2V0
306-882-5400

Southeast Region

Yorkton Office
72 Smith Street East
Yorkton, SK S3N 2Y4
1-877-786-3288 (Toll Free)

Estevan Service Centre
Box 5000-190, 1219 - 5th St.
Estevan, SK S4A 2V6
306-637-4550

Fort Qu'Appelle Service Centre*
Box 1400, 177 Segwun Ave.
Ft. Qu'Appelle, SK S0G 1S0
1-800-667-3260 (Toll Free)

Weyburn Service Centre
110 Souris Avenue Northeast
Weyburn, SK S4H 2Z9
306-848-2404

Wynyard Service Centre*
Box 219, 310 Avenue B West
Wynyard, SK S0A 4T0
1-866-287-7747 (Toll Free)

Office of Disability Issues
Web site: www.gov.sk.ca/odi
Tel.: 306-787-7283*
Toll Free: 877-915-7468*
* *Both numbers are equipped for Hearing Impaired TTY calls.*

Contact Centre
Tel.: 306-798-0660
Toll Free: 1-866-221-5200
TTY 787-1065
TTY Toll Free: 1-866-995-0099